Product Number: 4220.04.15

PURCHASING AND GENERAL SERVICES – BILLING SERVICES APPLICATION

Effective Date: July 1, 2014
Revision Date: June 30, 2015
Version: 001
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The Division of Purchasing and General Services maintains a Windows-based billing application for the purpose of interfacing billing invoices to the State accounting system. Sub-modules exist for the purpose of collecting transactional data from the Division's Programs at State Mail, Print Services and Cooperative Contracts. State Mail's sub-module imports transactions from vendor-supported transaction collector systems. Print Services has two sub-modules, generating invoices for Self-Service Copiers and the Copy Center. Cooperative Contracts sub-module keeps track of vendor submitted usage reports, administrative fees owed and payments received. Surplus Property is part of General Services but has a separate system for collecting surplus property disposal request information through the final disposition of the property. The system handles payment information for items sold to the public and reimbursements to State Agencies.

The hours of support required for Billing Services Application are listed below.

APPLICATION	SUPPORT HOURS	DAYS OF WEEK
Billing Services Application	Business Hours	Monday - Friday

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION

Billing System	Collects invoices from sub-modules at State Mail and Print Services. It converts the invoices to XML format for import into the FINET system.
Usage Reports	Collection and upload of the usage reports online.
Payments Received	Administrative fee collection record keeping for Cooperative Contracts and credit card payments for Surplus Property.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
N/A	

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Rates for Support	The update and maintenance of this system will be at the DTS approved rate for application development support.	See DTS Approved Rate

ORDERING AND PROVISIONING

Application enhancement and updates may be requested by contacting the DAS DTS IT support group in person, by email, or by telephone. An initial discussion of scope will be conducted, appropriate resources identified and reviewed and a project initiated upon approval by DAS

DTS RESPONSIBILITIES

DTS is responsible for:
- Maintenance of server environment where application is installed and data is stored
- Please refer to the Product Description for Application Hosting on DTS Equipment.

AGENCY RESPONSIBILITIES

The Agency is responsible for:
- Providing direction and guidance for the scope of the project
- Following change processes if the scope of the project changes
- Providing access to needed business resources for information gathering, testing, and sign off

DTS SERVICE LEVELS AND METRICS

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
System Availability	The system will function per the agreed upon business requirements. The system will be available 24 x 7 x 365. It will be supported by DTS during Purchasing regular business hours Monday through Friday. We are striving for 99% availability during the supported hours. This will allow for unplanned down time due to unforeseen events.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hour	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	**65% of all incidents reported resolved on initial contact**

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied